

# SOCIAL SERVICES MANAGER

# Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and manage, through subordinate supervisors, the operations of a major Community Services section or program within the Social Services division and to supervise the operation of related multi-generational facilities and staff.

# **Supervision Received and Exercised:**

Receives direction from the Deputy Community Services Director – Social Services.

Exercises direct supervision over supervisory, professional, technical and clerical staff.

### **Essential Functions:**

Duties may include, but are not limited to, the following:

- Develop, implement, supervise, promote and evaluate multi-generational center activities and services; develop, recommend and implement program activities, including services for all generations from pre-school to older adult.
- Develop strategic plans to address growth and expansion of facilities and program needs.
- Develop, manage and oversee contracts and lease agreements with nonprofit organizations providing services at community centers including Head Start, Tempe Community Action Agency, Boys & Girls Club, YMCA, Tempe Elementary School District, ASU School of Nursing and Chicanos por la Causa; oversee contract providers to ensure contractual compliance.
- Direct and monitor organization coordination with all service providers within the multi-generational centers; create and implement solutions to contract issues outlined in agreements between outside service providers and the City of Tempe.
- Oversee Community Center Intergovernmental Agreements between the City and local school districts; develop and implement monitoring system to

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oversee communications between City staff and school district employees on all intergovernmental agreements; coordinate with city attorneys on intergovernmental agreement issues.

- Prepare budget; assist in budget implementation; participate in forecasting funds; administer approved budget.
- Recommend capital improvement projects to expand and improve multigenerational center facilities including major and minor maintenance repairs.
- Plan, prioritize, assign, supervise and review the work of staff involved in providing multi-generational services and programs; work with program participants and staff to ensure program effectiveness.
- Conduct regularly scheduled staff and non-profit partner meetings.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services, recommend and implement policies and procedures.
- Evaluate program operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to recognize exceptional job performance and correct deficiencies; implement disciplinary action as necessary.
- Coordinate program activities with non-profit agencies, other departments and City staff.
- Monitor and ensure program compliance with pertinent laws, rules and regulations; consult with city attorneys on facility and program issues within multi-generational facilities.
- Maintain awareness of new developments and legal requirements impacting services; incorporate into existing programs as needed.
- Consult with school officials, emergency service staff, police, public
  assistance staff and other public and private agency representatives to seek
  assistance and find solutions to participant problems; create and maintain
  emergency evacuation and crisis situational plans for multi-generational
  facility staff and service agencies.
- Purchase necessary equipment and supplies; initiate bids for equipment and/or service providers; prepare bid specifications as required.

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• Answer questions and provide information to program participants, agencies,

City employees and the public.

Prepare and present information on multi-generational center services to

community groups, service clubs and other organizations as needed.

Perform related duties as assigned.

**Minimum Qualifications:** 

**Experience:** 

Four years of experience in the implementation and coordination of community center programs and activities, including two years of supervisory experience.

**Education:** 

Equivalent to a Bachelor's degree from an accredited college or university with major work in recreation administration, education, recreation, social work, or a

related field according to the requirements of assigned area.

**Licenses/Certifications:** 

None

**Examples of Physical and/or Mental Activities:** 

(Pending)

**Competencies:** 

(Pending)

Job Code: 437

Status: Exempt/ Classified